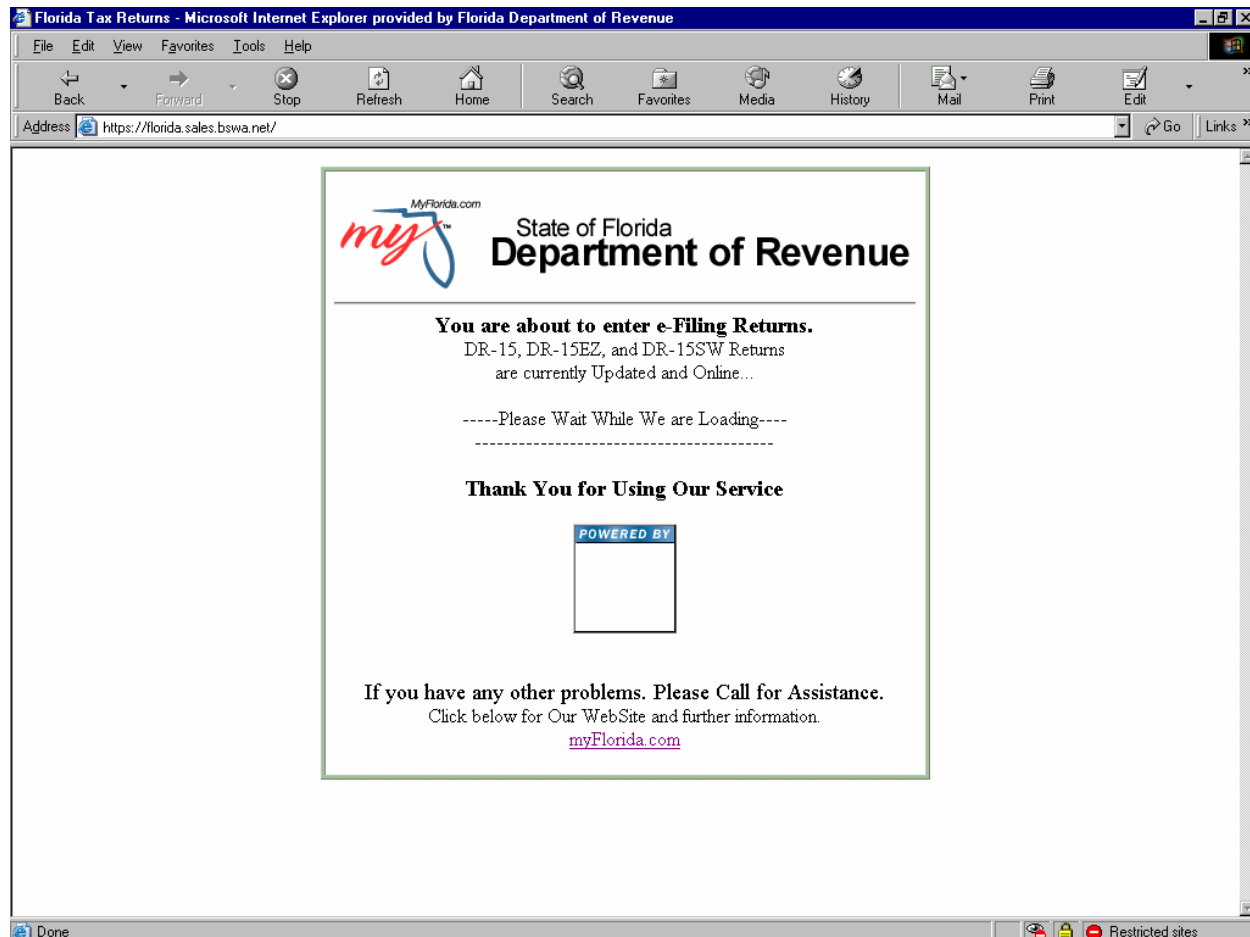


## Problems with Pop-Up Blockers Microsoft Internet Explorer

N. 05/04

Frequently, taxpayers experience difficulties while trying to access the Department's Internet file-and-pay sites. You try to enter the file-and-pay site, but you see this screen and the site never loads.



This could stem from any number of technical issues, but three of the more common are discussed here.

### **First – Are you using pop-up blocking software?**

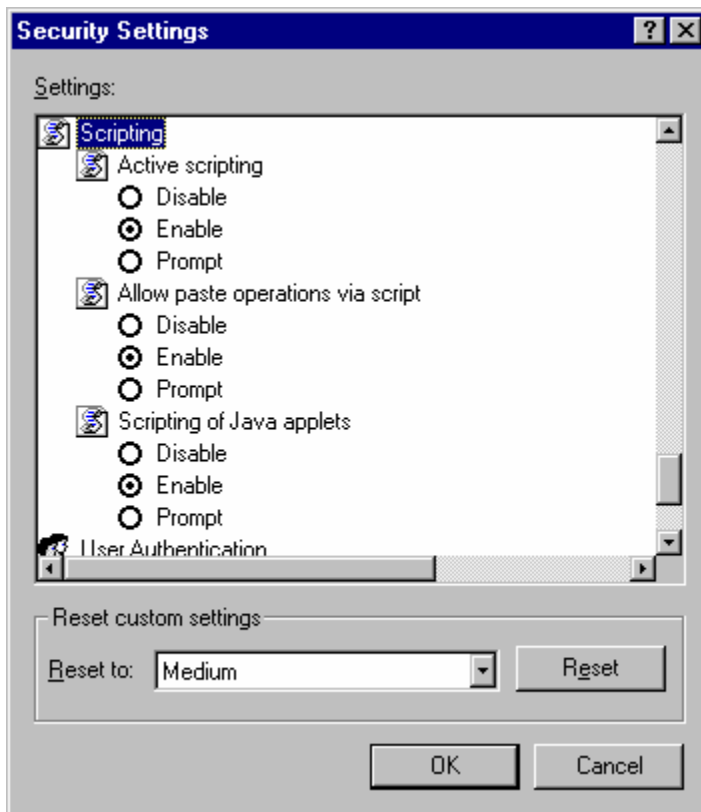
If so, you will need to disable or turn off this software while using our file-and-pay sites. You should consult the software user manual or its help screens for instructions. This is probably the most common cause.

### **Second – Has your Active Scripting feature been disabled?**

If so, our sites will not load and function properly. Here is what you should do to check to see if active scripting has been disabled and to make the change to enable this feature.

1. Start Internet Explorer
2. On the **Tools** menu, click **Internet Options**
3. Click the **Security** tab
4. Click **Custom Level...**

5. Scroll down almost to the bottom until the “**Scripting**” heading is in view (shown below)
6. Click the circle next to **Enable**
7. Click **OK**, then **OK** again to close the window
8. Close and then reopen Internet Explorer



### **Third – Are our web sites on your restricted sites list?**

If so, our sites will not load and function properly. Here is what you should do to check to see if our sites are on your restricted sites list and to remove them.

1. Start Internet Explorer
2. On the **Tools** menu, click **Internet Options**
3. Click the **Security** tab
4. Click **Restricted Sites**, and then click **Sites**

If either of our sites (listed below) is in your list, you must remove them before continuing. You should highlight the site(s) in the list and click **Remove Site**. You should follow the prompts to apply the changes, exit the settings area, close, and then reopen Internet Explorer.

Department of Revenue homepage  
Sales/solid waste file-and-pay site  
Unemployment file-and-pay site  
Communications services file-and-pay site

[www.myflorida.com/dor](http://www.myflorida.com/dor)  
<https://florida.sales.bswa.net>  
<https://florida.uc.bswa.net>  
<https://florida.cst.bswa.net>